



SHOPS AND STAFF GET CUSTOMER SATISFACTION SURVEY POINTS

July's Customer Satisfaction Survey showed a 94 per cent approval rating. On a 1 – 10 scale, customers rated ACI at 9.32 across all shops. At **General Manager Bill Branson's** direction each month **Inmate Sara Roe** and **Quality Manager Judi Longmeyer** conduct a sampling of customers receiving ACI shipments. Findings can be used to evaluate and tweak overall performance. The idea is to have customer input into how ACI conducts business.

On the bright side, a Sign Shop customer commented on "Outstanding work. That's why we use ACI. You guys are great!" "Good product" was the customer response on how Upholstery performed. A Metal Fab customer said "The tables matched our existing ones and we're very satisfied". Another Metal Fab user raved "I am a repeat buyer and very happy with the product and service.

Lewis Furniture's July critique was "Great job. We appreciate all the hard work."

Things with Wood/Metal got personal as a prominent customer noted that ACI has the "Nicest people, especially **Ms.**

Blalark who always treats us kindly." Another just said "Excellent."

A Consumer Products purchaser thinks ACI offers "Excellent service, prices and follow-up."

July's survey also turned up a few less-than-complimentary comments. They focused on faster delivery of several specific products. The Meadows Bakery also experienced issues due to a 100 per cent changeover of its work force in August. New inmate workers are improving their baking skill, but they're learning the trade on-the-job.

Balance Restored Between Rework and CCRs

Rework and CCRs returned to their correct measured relationship in July. Rework, which should be the higher number, reached \$1,116 compared to \$172 for CCRs.

ACI replaced one item on the CCR list for a customer and repaired three others. Operator error followed by equipment failures were cited as the main reasons for July rework.

Everything Old is New Again at ACI Central Offices

Staff and inmate workers re-occupied revamped ACI Central Offices after several weeks of temporary work in the adjacent Warehouse. A July monsoon storm created the need to replace carpeting and furnishings. A few relocations resulted, although most office functions returned to their previous locations.

Some Work Based Education (WBE) staff moved to ADC Central Offices while **Rick Eimerman** and **Regina Vasquez** received new cubicles in the main office area.



Space freed in the original WBE area meant inmate workers assigned to Data Fulfillment and the private industry Aqua Chill Contract could move into their former quarters. These work units previously operated from a customized location in the Warehouse. Data Fulfillment participates in quality

reporting and meetings and Aqua Chill workers join them for safety exercises.

In preparing to move back in, Sales people and other staff had the opportunity to work first hand with the office modular units sold by ACI. Better understanding of how products work can boost customer satisfaction and other quality dimensions.

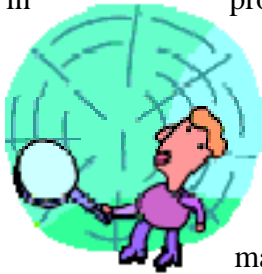
JULY REWORK REPORT

WORK UNIT NAME	LABOR	MATERIAL	TOTAL	REWORK CODES
BAKERY	\$97.32	\$155.87	\$253.19	
BEDDING	\$3.25	\$41.37	\$44.62	
DATA FULFILLMENT	NO REWORK		\$0.00	
DOUGLAS SEWING	\$0.03	\$144.67	\$144.70	
FARM		\$17.75	\$17.75	
FLORENCE UPH	NO REWORK		\$0.00	
LEWIS FURN	NO REPORT		\$0.00	
METAL FAB	NO REWORK		\$0.00	
PERRYVILLE SEWING	\$0.30	\$4.68	\$4.98	
PRINT SHOP	\$249.00	\$198.00	\$447.00	
SIGN SHOP	NO REWORK		\$0.00	
TAG PLANT		\$203.76	\$203.76	
WINSLOW	NO REWORK		\$0.00	
WOOD METAL	NO REWORK		\$0.00	
TOTALS	\$349.90	\$ 766.10	\$1,116.00	41C,1D,7E,24F,15I,13K

SHOP MEETINGS GENERATE QUALITY IDEAS

In recent years monthly Shop quality meetings evolved from mere scheduled activities to resources for ideas on doing the job better. The goal is to review successes as well as opportunities for improvement and every ACI production shop holds them. They are asked to send minutes to Phoenix by the 20th of each month. August Meeting topics, demonstrated practical solutions and creativity.

Perryville Printing Supervisor Rose Clifford reported that a new quality checklist was introduced for inclusion in all job jackets. The Print Shop has an ongoing requirement to inspect jobs thoroughly at each station and stop them in



process until any issues have been addressed. **I/Ms Willis, Romero and Brown** are the QC team tasked with examining all major steps.

At the Florence **Distribution Center**, **Supervisor Vickie Knowles** reviewed procedures for loading trucks. Priorities

are assuring that the correct items are loaded, accompanied by appropriate paperwork.

In Tucson, Sign **Shop Supervisor Richard Cordova** stressed double-checking work, controlling waste and documenting material usage. At the **Eyman Tag Plant**, **Supervisor Terry Whitney** reviewed license plate barcoding. To both improve quality and extend resources, **Florence Farm Manager Rick Carpenter** led a meeting on mixing fresh water with muddy runoff.

Douglas Sewing Shop Manager Jesus Verdugo reminded inmate workers about the importance of a thorough final inspection before product is boxed. Inspectors must verify quantity, size and appearance before boxing. Inspectors check five per cent of every shipment after it is palletized. At the **Perryville Sewing Shop**, **Manager John Hawley** discussed involving new hires in the quality process.

Countdown Begins for Quality Alliance Examinations

The Arizona Quality Alliance furnished three names of proposed examiners to review the ACI Bakery and Print Shop Showcase Award applications. Staff found no conflicts of interest with any of them, so the next step will be acquiring security clearances so they may visit institutional premises at Eyman and Perryville. Typically, examiners have a meeting room set aside on-premises where they may interview local subject matter experts about the application. The probable timing of the examinations will be the week of October 6. Examiners look for evidence of responsiveness to customers, satisfaction and quality documentation.

JULY SAMPLING RESULTS

WORK UNIT NAME	INSPECTED	PASSED	TOTAL %	ERROR TYPES
BAKERY	24,212	24,212	100%	
BEDDING	1,448	1,448	100%	
CONSUMER PRODUCTS	NO REPORT			
COST ACCOUNTING	NO REPORT			
CUSTOMER SERVICE	705	699	99%	6C
DATA FULFILLMENT	1,974	1,974	100%	
DOUGLAS SEWING	493	486	99%	7C, 2K
FARM	6012	5941	99%	9F
FLORENCE UPH	90	90	100%	
LEWIS FURN	NO REPORT			
METAL FAB	34,679	34,679	100%	
PERRYVILLE SEWING	520	520	100%	
PRINT SHOP	511,102	511,102	100%	
PURCHASING	150	145	97%	
RETAIL OUTLET	21	21	100%	
SIGN SHOP	776	776	100%	
TAG PLANT	5,560	5,495	99%	6C, 8I
WAREHOUSE	236,686	236,686	100%	
WINSLOW	16,617	16,561	100%	18F
WOOD METAL	1,277	1,277	100%	
TOTALS	818,110	817,900	99%	19C,27F,8I,2K,

Universal ACI Error Codes

- a. Late paperwork
- b. Inaccurate order specifications
- c. Operator error
- d. Incomplete information
- e. Training need
- f. Equipment failure
- h. Warehouse process
- g. Poor internal communication
- i. Material flawed
- j. Material arrived late
- k. Other _____



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**Happy
Labor Day
Weekend!**

